

# TENNESSEE REGULATORY AUTHORITY

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FCC Mail Room

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

Marlene Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
9300 East Hampton Drive  
Capitol Heights, MD 20743

June 30, 2008

Subject: In the Matter of Telecommunications Relay Services and Speech-to-Speech  
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2007 through May 31, 2008. I have enclosed: original and four copies of the following:

- Supporting Diskette
- Complaint Summary Sheet (Tennessee Regulatory Authority, TN CapTel and TN Relay)
- Original and four copies

All of the consumer complaints regarding the Tennessee Relay Services have been resolved satisfactorily under 180 days. Sprint CapTel Customer Service recorded seven complaints and Go America Relay Customer Service recorded 14 complaints for the year. A narrative of resolution accompanies each customer call within the logs. Three complaints were filed directly with Tennessee Regulatory Authority.

If you need more information please contact me at 615-741-3939, extension 206 or by email at [Miki.Klein@state.tn.us](mailto:Miki.Klein@state.tn.us).

Sincerely,

Miki M Klein  
TDAP and Relay Services Coordinator  
Tennessee Regulatory Authority

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**FCC Summary Log  
Tennessee Relay Service's  
June 1, 2007 to May 31, 2008  
Tennessee Regulatory Authority**

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
0	0	2	0	0	0	0	0	0	0	0	1

**The Tennessee Regulatory Authority received three (3) consumer complaints during the period of June 1, 2007 to May 31, 2008. Complaints are followed up and resolved in a timely manner.**

**FCC Complaint Log  
Tennessee Relay Service's  
June 1, 2007 to May 31, 2008  
Tennessee Regulatory Authority**

<b>Complaint Number</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
07-0544	8/20/07	Relay, VCO garble	Test calls were made and no problems were found, test calls have been continued.	9/28/07
07-0565	8/29/07	Relay VCO, CA Training	The CA was trained on the process.	9/13/07
08-0067	1/23/08	Relay, VCO fading	Test calls made, equipment fine, issue resolved.	3/20/08

**FCC Summary Log  
Tennessee Relay Service  
June 1, 2007 to May 31, 2008  
GoAmerica Relay Services Corporation\***

**Number of Complaints**

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
1	1	3	1	2	0	0	2	1	1	2	0

**The total number of Tennessee Relay Service complaints for this reporting period was 14. Complaints are followed up and resolved in a timely manner.**

**\* GoAmerica acquired the telecommunications relay service assets of Verizon on January 10, 2008.**

**FCC Complaint Log**  
**Tennessee Relay Service**  
**June 1, 2007 to May 31, 2008**  
**GoAmerica Relay Services Corporation**

<b>Log #</b>	<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
385741	6/2/07	TNRS ring, no answer	Temporarily high call volume	6/2/07
390934	7/23/07	CA did not follow specific call handling instructions	Supervisor coached CA	7/27/07
392803	8/7/07	Caller stated that RO did not follow instructions	Supervisor coached CA	8/8/07
393484	8/13/07	Caller stated that the CA was unable to use AT&T	Temporary technical issue specific to this caller; resolved	9/4/07
394354	8/21/07	Caller stated that CA did not relay all comments	Supervisor coached CA	8/23/07
403226	9/26/07	Caller stated that CA did not follow instructions	Supervisor coached CA on following callers' instructions	9/29/07
404828	10/7/07	Caller unable to connect to a TTY TERM via TNRS	External issue between Charter Residential and BellSouth; provided pre-paid calling cards until issue resolved	10/11/07
405627	10/11/07	Caller unable to reach TNRS via 711	Referred caller to LEC to configure line for 711 dialing	10/11/07
417614	1/9/08	Caller reported that a CA was unfamiliar with a calling procedure	Supervisor coached CA	1/21/08
417759	1/10/08	Caller reported TNRS ring, no answer	Temporarily high call volume	1/10/08
421381	2/4/2008	Caller unable to reach a TERM ANI via TNRS	Temporary technical issue; resolved	2/29/2008
424875	3/13/08	CA did not follow customer's IXC profile	Supervisor coached CA	3/18/08
427287	4/11/08	CA did not stay on line for subsequent calls	CA is no longer employed	4/14/08
428208	4/23/08	CA did not follow caller's instruction to redial	CA coached; appropriate disciplinary action taken	4/24/08

**FCC Summary Log  
Tennessee Relay Service - CapTel  
June 1, 2007 to May 31, 2008  
Sprint CapTel**

June '07	July '07	Aug '07	Sept '07	Oct '07	Nov '07	Dec '07	Jan '08	Feb '08	Mar '08	Apr '08	May '08
0	0	0	2	0	0	0	0	0	0	0	5

**The total Number of Complaints from June 1, 2007 to May 31, 2008 was 7. Complaints are followed up and resolved in a timely manner.**

**FCC Complaint Log**  
**Tennessee Relay Service - CapTel**  
**June 1, 2007 to May 31, 2008**  
**Sprint CapTel**

<b>Opened</b>	<b>Description of Issue</b>	<b>Description of Resolution</b>	<b>Closed</b>
09/14/07	Caller ID	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.	09/14/07
09/18/07	Technical - General	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.	09/18/07
05/05/08	Consumer education - general	Explained that callers must first dial through captioning service to reach customer with captions in 1 Line Mode. Also sent customer VHS of Using Your CapTel Phone.	05/05/08
05/07/08	Consumer education - general	Performed test calls with customer which confirmed that CapTel phone was able to establish captions for incoming and outgoing calls in 1 Line Mode.	05/07/08
05/14/08	Consumer education - general	Explained how to turn ON the feature to save captions after hang up and referred to our website to download the CapTel User Manual.	05/14/08
05/16/08	Consumer education - general	Discussed with customer the proper procedure for reviewing saved captions. This resolved the customer's experience.	05/16/08
05/22/08	Set up - General	Advised customer the proper way to set up an external answering machine with the CapTel.	05/22/08